

W. 01580A-07-0707

ORIGINAL



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470

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 65860

Date: 1/16/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Erich W.

Kirchhoeter

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company: Tonto Village Water Company, Inc.

Division: Water

Contact Name: Ronald Standage

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. W-01580A-07-0707

1/14 CORRESPONDENCE RECEIVED AS FOLLOWS:

Arizona Corporation Commission
1200 W. Washington
Phoenix, Arizona 85007
Attn: Consumer Services

Re: Tonto Village Water Co.
Water Rate Increase Request

Arizona Corporation Commission

DOCKETED

JAN 28 2008

DOCKETED BY

nr

ARIZONA CORPORATION COMMISSION
RECEIVED

2008 JAN 28 P 4:11

RECEIVED

This is a request to deny or grant a very minimal increase because their reported deficit is due to their serious neglect over the years and management reluctance to act when more than patch work is needed. They were too busy to do what was and is needed other than Patch work.

They recently (TV Water Co. Management) had an adjustment approved and currently the people of Tonto Village are considering the purchase of the water company. An election has been held, completed and a meeting of the new board is being called for this weekend.

We find this necessary due to the failure of T.V. Managements minimal patchwork, too busy attention given over the years I have lived in Tonto Village. Give it some time to sort out an agreement with the people of Tonto Village/ Newly approved water district board and Extending water company management/owners.

The new board will then apply for a rate adjustment based on results of the agreement developed from the council received by the new board in/view of the problems needing correction, due to the neglect over the years.

A rate increase now would not take into consideration of the new people's board, plans of actions to be put into

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effect.

I view it like the force of a large rivers flow meeting the incoming tide of the ocean after a heavy rain storm up river. There will be damage to repair but how much will better determined after the results of their meeting conclusions.

We have been encouraging specific action to management over the years, including rate increases, but they never got to it until the recent past.

Thank you for your consideration.

Erich W. Kirchhoefer
TV Resident


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/17

Called customer. Left voice message for a return call to discuss opinion.

1/22

Received voice message to call customer back.

1/22

Called customer left voice message indicating I would docket his opinion regarding the company. I advised him that the sale or transfer of assets of a company must file an application with the Commission.

1/25

Customer called to say he received voice message and is glad his comments will be docketed. He spoke about the difficulties the company is having with outages and the need for repairs to the infrastructure.

End of Comments

Date Completed: 1/23/2008

Opinion No. 2008 - 65860
